Roku® Streaming Stick®

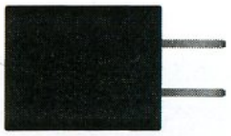
Quick Start Guide

What's included

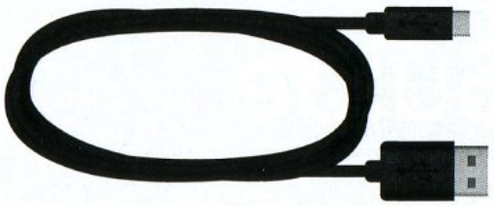
Roku®
Streaming Stick®

Two AAA
Batteries

Remote

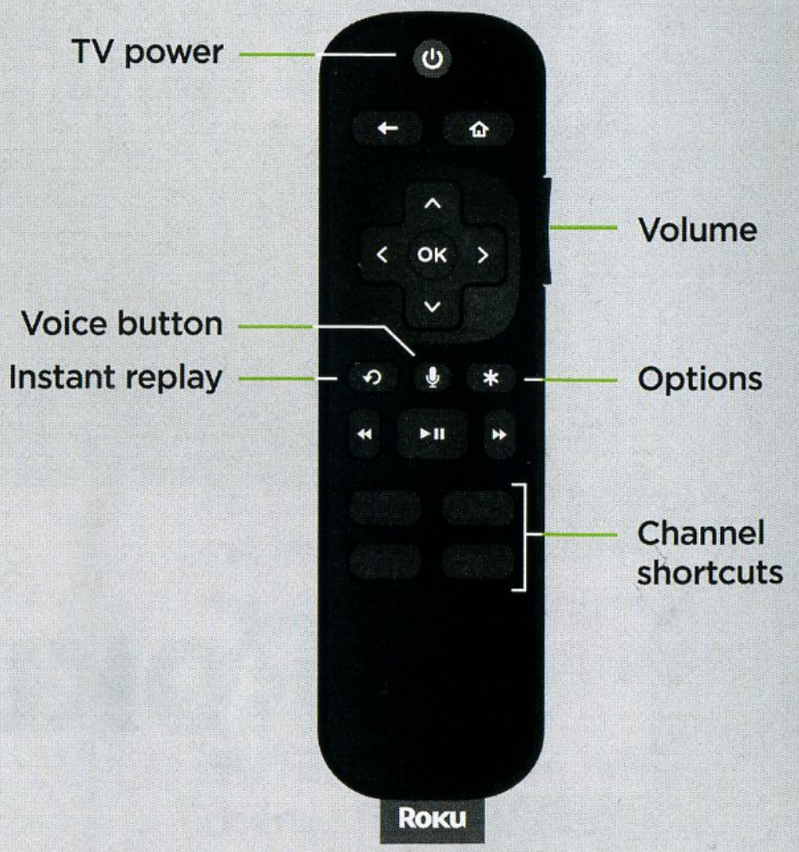


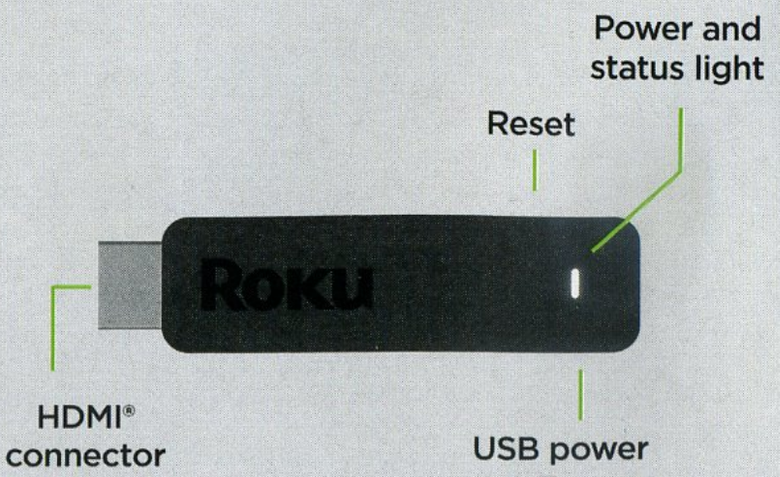
Power
Adapter



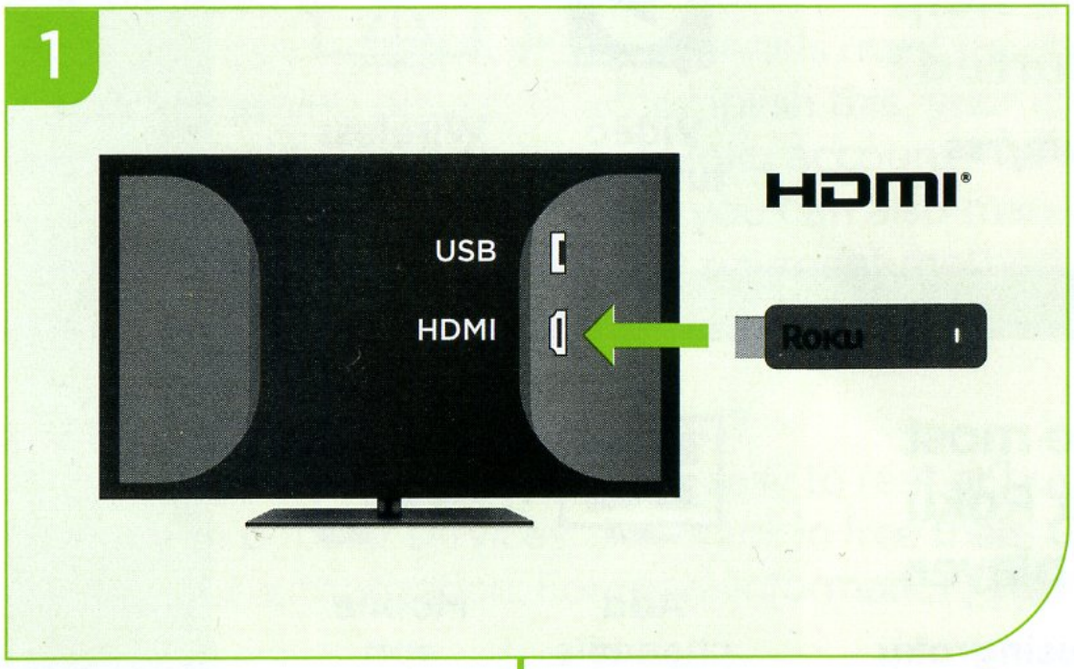
USB Power Cable

Features

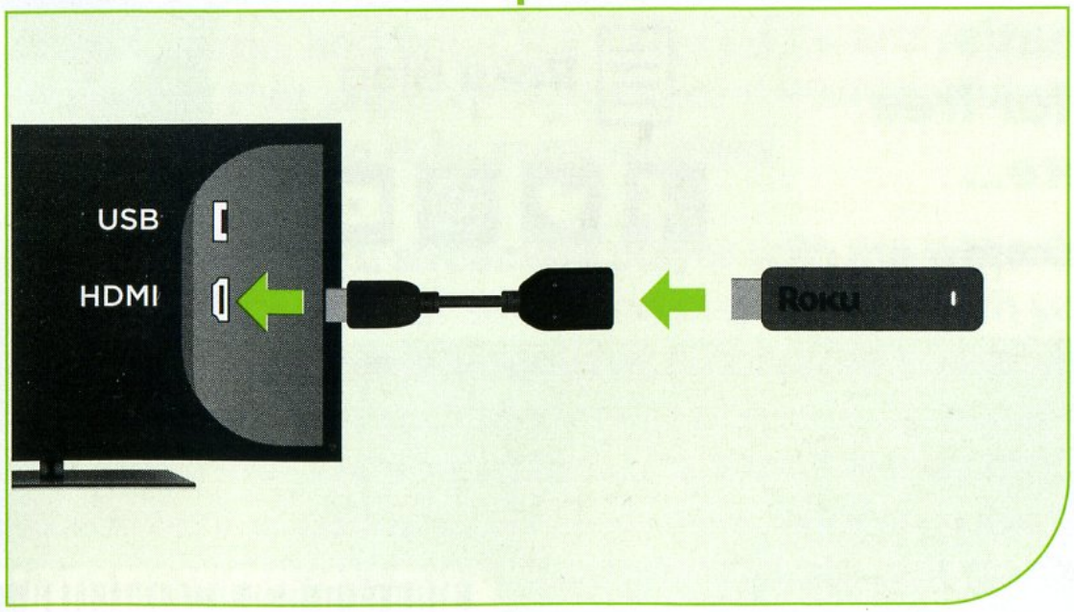




Setup



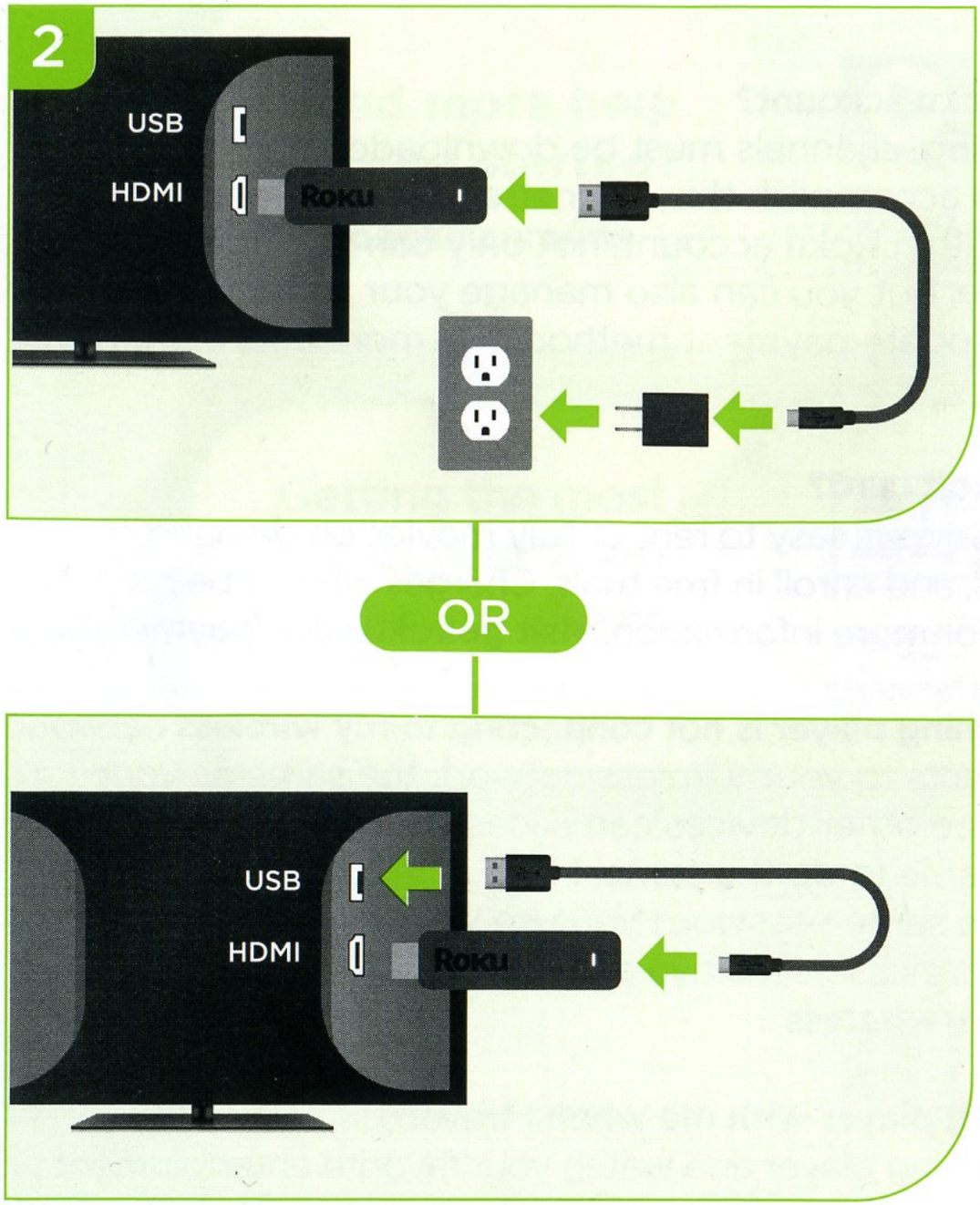
OR



STEP 1: Connect to TV

Plug your streaming player into an HDMI® port on your TV.

Doesn't fit?
Order a free HDMI extender cable at **my.roku.com/HDMI**



STEP 2: Connect to power

For the best streaming experience, use the included USB power cable and power adapter to connect your streaming player to a wall outlet.

Or use the included USB power cable to connect to the USB port on your TV.

NOTE: Not all TV USB ports provide enough power.

WARNING: See a red light on your streaming player? That means the USB port on your TV is not providing enough power. Use the included power adapter instead. For help, visit **go.roku.com/lowpower**

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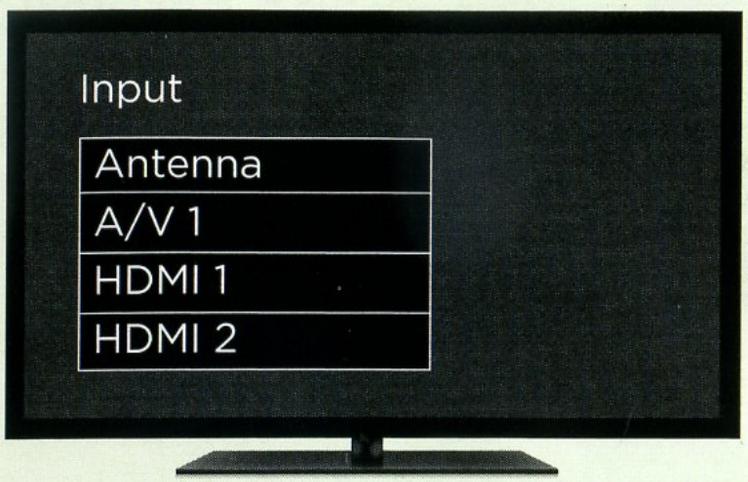

STEP 3: Power on TV and select input

Use your TV remote to power on your TV and select the input you used to connect your streaming player.

For help on how to select the correct input, visit **go.roku.com/selectinput**

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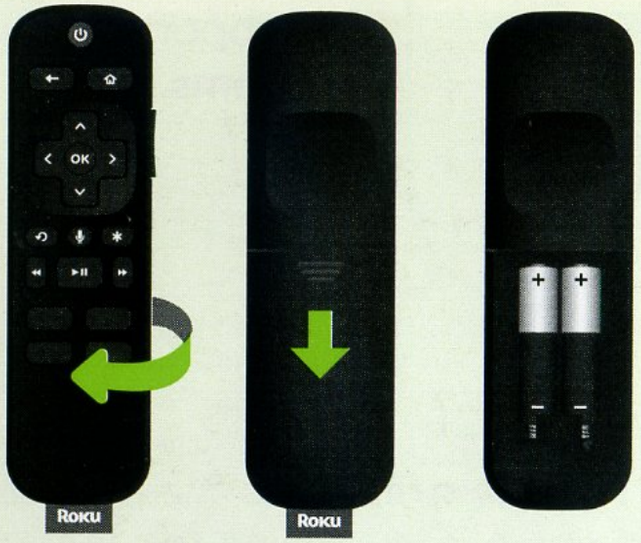

STEP 4: Insert batteries

On the back side of the remote, slide open the battery cover. Insert included batteries placing the negative (-) ends in first.

Your remote should pair with your streaming player automatically. For help pairing your remote, visit **go.roku.com/remotehelp**

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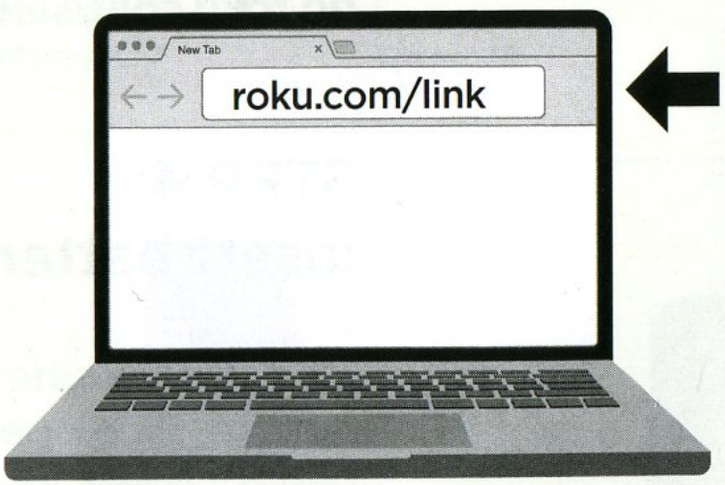
STEP 5: On-screen setup and activation

Follow the instructions on your TV screen.



Activate your streaming player by using your computer or smartphone to link to a Roku account.

NOTE: Roku does not charge for activation support – **beware of scams**.

IMPORTANT: Make sure you type **roku.com/link** into the browser being careful not to misspell or add extra characters. Typing this incorrectly may take you to fraudulent websites.

Common questions

Why do I need to create a Roku account?
Before you can start streaming, channels must be downloaded and installed on your streaming player. To accomplish this, your streaming player must be linked to a Roku account. With a Roku account, not only can you add channels from the Roku Channel Store, but you can also manage your subscriptions, view your purchase history, and update payment method. For more information, visit **go.roku.com/whyaccount**

Why do I need to enter a credit card?
Saving a payment method makes it easy to rent or buy movies on demand, subscribe to popular services, and enroll in free trials. Charges will not be made without your authorization. For more information, **visit go.roku.com/paymenthelp**

What should I do if my streaming player is not connecting to my wireless network?
Your streaming player connects to your wireless network the same as your laptop or smartphone. If these other devices can access the internet, then your streaming player should be able to do the same. Make sure to select the same network name, and enter the same password you use with the other devices. Remember that passwords are case-sensitive and easy to enter incorrectly. For more help, **visit go.roku.com/wireless**

Can I take my Roku streaming player with me when I travel?
Yes. You can bring your streaming player and watch your favorite entertainment when you travel. Remember to also bring the power adapter, remote and any cables you use to connect your streaming player at home, and make sure your destination has a good internet connection. You may need a computer or smartphone with wireless capabilities and a web browser to help get your streaming player connected to the network. For more details, visit **go.roku.com/travelwithroku**

Need more help getting started?

go.roku.com/rss

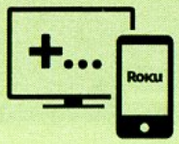
Video tutorials

Wireless help

Getting the most out of your Roku streaming player.

go.roku.com/usingroku

Add channels



Mobile app

Tips, what's streaming for free and more...

blog.roku.com

Roku Blog

Roku

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Roku® Streaming Player
Important Product Information

Introduction

The Roku streaming player which accompanies this Important Product Information ("Player") allows you to stream online entertainment to your TV. A Roku account is required to activate your Player. When you sign up for a Roku account, you will be asked to provide your contact information and a payment method so that you can easily rent movies or sign-up for additional services. Your authorization is required for any such charges. There are no equipment rental fees for owning a Player. However, a paid subscription or other form of payment may be required to access some channels or content. Channel availability is subject to change and varies by country. Check with each channel provider for specific bandwidth requirements to stream SD, 720p, 1080p HD, 4K and HDR (if your player supports 4K and/or HDR) content.

Safety Precautions

The Player has been designed with the highest concern for safety. However, any electrical device, if used improperly, has the potential for causing fire, electrical shock, property damage or personal injury. To help ensure accident-free operation, follow these guidelines:

- Observe all warnings, precautions and instructions.
- Regularly inspect the AC power adapter for damage.
- Stop use, unplug the AC power adapter from the electrical outlet and disconnect any other cables immediately, if the Player has been damaged, cracked or punctured, or if the Player functions in an abnormal manner, produces unusual sounds or smells or becomes too hot to touch.
- For more information on product safety and troubleshooting, please go to **www.roku.com/support**.

Use and Handling

- Do not operate the remote using any vigorous or forceful motions or gestures.
- The remote control and the headphones are not toys. If your Player comes with a remote control and/or headphones, keep them both out of reach of children under the age of six.
- The product packaging may include plastic bags, cable ties and fasteners. Dispose of these properly and keep them out of reach of children, as they could present a choking hazard.
- Do not touch the Player or connected cables during an electrical storm.
- Do not allow liquid, small particles or other foreign objects to get into the Player or accessories.
- Do not expose the Player or accessories to liquid, smoke or steam.
- Do not expose the Player or accessories to high temperatures, high humidity or direct sunlight.
- Do not place the Player or the remote on the floor or in a place where they may cause someone to trip or stumble.
- Permanent hearing loss may occur if the Player or earpieces are used at high volume. To prevent possible hearing loss, limit the amount of time you use the Player or any earpieces at high volume.

- Do place your Player within range of your wireless network.
- Do not place your Player in an enclosed cabinet; it may interfere with the wireless signal.
- Do not place anything on top of your Player; it may cause the Player to overheat.
- Do not drop, crush or disassemble the Player.
- Do not attempt to repair your Player yourself. Disassembling the Player may cause damage not covered by the warranty.

Important Tips About Battery Handling

Inserting batteries: Be sure to insert each battery negative (-) side first, pushing it into the coil and then into the compartment. Never insert batteries positive (+) side first.

Replacing batteries: Always replace dead batteries with two brand-new batteries from the same manufacturer. Never use damaged batteries.

Disposal of batteries: Always dispose of batteries following federal guidelines or local ordinances. Do not dispose of used batteries in an open fire.

Warning Signs: If your remote gets warm/hot during use, discontinue use and contact Roku Customer Support immediately at **www.roku.com/support**. There is a risk of explosion if a battery is replaced by an incorrect type.

Voice Search

For players and geographies which support voice search, please see the End User License Agreement and Privacy Policy for further information located at **www.roku.com/legal**.

The License Agreement

The applicable software license terms for the Player is at **www.roku.com/legal**. **Use of the Player constitutes your agreement to those license terms and the limited warranty set forth below for your country.** If you disagree and you are within the allowable time period for returns under Roku's return policy (if purchased from Roku) or the applicable return policy of the authorized distributor (if purchased from such distributor), you may return the Player to the place where you obtained it for a refund, subject to the terms of the applicable return policy.

Limited Warranty & Warranty Service Process

US Only

Limited Warranty

For any Player purchased and delivered to end users in the US, Roku warrants the Player hardware against defects in materials and workmanship for a period of one (1) year from the date of purchase by the original purchaser (as shown by the date on the applicable sales receipt) if used in accordance with the user documentation provided with the Player; provided that, this warranty shall be available only to the purchaser who originally purchased the Player from Roku or from one of its authorized resellers or distributors. If Roku determines the Player's hardware is defective, Roku will either repair the Player or replace it with a new or rebuilt unit, at Roku's option. If the applicable warranty period

has expired, we will return the Player to you at your cost and expense. More information about this warranty can be found at **www.roku.com/support**.

The warranty does not cover software, apps, programs, installation, set up or issues related to the service provided by your Internet service provider, channel providers or content providers, including but not limited to, service disruption and changes in service terms, offerings or format. This warranty excludes damages due to acts of God, accident, misuse, abuse, negligence, commercial use, modification of your Player, or damages caused by other devices, improper operation or maintenance, voltage fluctuations or attempted repair by anyone other than a facility authorized by Roku to service your Player. This warranty does not cover consumables (such as fuses and batteries). Roku does not assume any responsibility for any data or information stored on any media or hardware of the Player delivered or sent for repair.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS SECTION A SETS FORTH ROKU'S SOLE OBLIGATION AND YOUR EXCLUSIVE REMEDY IN THE EVENT OF ANY BREACH OF THIS WARRANTY; REPAIR OR REPLACEMENT OF YOUR PLAYER SHALL NOT RESET OR EXTEND THE ORIGINAL WARRANTY PERIOD; AND UPON REPAIR OR REPLACEMENT OF YOUR PLAYER, ANY EXPRESS OR IMPLIED WARRANTY WHICH YOU HAVE AGREED TO DISCLAIM FOR THE ORIGINAL PLAYER SHALL ALSO BE DISCLAIMED WITH RESPECT TO THE REPAIRED OR REPLACED PLAYER. THE LIMITATIONS ABOVE ARE SUBJECT TO APPLICABLE LOCAL LAWS AND YOU MAY HAVE ADDITIONAL RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.

Warranty Service Process

Warranty service requests for your Player must be made within the applicable warranty period. You must first obtain a return merchandise authorization ("RMA") number from Roku Customer Support. RMA numbers expire thirty (30) days from issuance. Roku may attempt to troubleshoot the problem prior to issuing a RMA number. Please be prepared to provide additional information upon request. Once a RMA number is obtained, you must ship your Player, freight prepaid, together with proof of purchase and all accessories, in either the original packaging or packaging affording an equal degree of protection, to the Roku authorized distribution facility identified by Roku Customer Support. Failure to return any accessory could result in delay and/or an invoice to you or credit to Roku for the missing accessory.

Important: When submitting a RMA, please provide the following information with your request: (a) product name and serial number, (b) problem description, (c) software version (see Player's "settings" menu), (d) date and place of purchase, and (e) return shipping address (P.O. boxes are not accepted). Additional troubleshooting tips and Roku Customer Support is at **www.roku.com/support** for Players sold in the US.

Automatic Software Updates

Roku reserves the right to automatically update the software on the Player from time to time in its sole discretion, including adding, changing or removing channels, functionalities and features (including but not limited to, changing the user interface or the manner in which you are able to access content via the Player). For further information please see **www.roku.com/support**.

Additional Legal Notices

US ONLY

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

IEEE 802.11b or 802.11g operation of this product in the US is firmware-limited to channels 1 through 11. Wireless Radio Use: This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band.

Roku Express operates in the 2.4GHz – 2.4835 GHz band.

Roku Streaming Stick, Roku Streaming Stick+ and Roku Ultra operates in the 2.4GHz – 2.4835 GHz and 5.15GHz – 5.25 GHz bands. These devices are restricted to indoor use when operating in 5.15GHz and 5.25 GHz bands.

IMPORTANT NOTE:

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

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